



## CASE STUDY

# Galderma | Strengthening IT Support with Onsite Netsurit Expertise

Looking to improve their IT support model, Galderma partnered with Netsurit for consistent onsite coverage. With dedicated half-day support Monday through Friday, response times improved and employees gained dependable day-to-day IT assistance.

**CLIENT:** Galderma

**GALDERMA**  
EST. 1981

**INDUSTRY:** Pharmaceutical & dermatology products

**LOCATION:** Zug, Switzerland (global HQ)

**SERVICES:** Research, development, manufacturing and marketing of dermatological treatments and skincare solutions

## About Galderma

Galderma is a global leader in dermatology, supporting teams that rely on efficient technology and responsive IT support to keep daily operations moving. With a fast-paced office environment, dependable technical assistance is essential for productivity and continuity.

## The Challenge

As Galderma evaluated ways to improve their IT support model, they needed a stronger, more reliable approach to day-to-day technical assistance.

The priority was clear: faster response times, more consistent support, and an onsite presence that could address issues as they came up.

## The Netsurit Solution

Netsurit delivered a practical support model built around Galderma's needs by providing:

- A dedicated onsite IT resource half day, Monday through Friday
- Faster response times for employee requests and technical issues
- Reliable general IT support to reduce disruption across the business
- A consistent presence that strengthened trust and communication

Rather than relying solely on remote support, Galderma gained hands-on expertise directly in their workplace.

## THE RESULT

With Netsurit's onsite support model in place, Galderma now benefits from:

- **Faster and more effective IT response**
- **Stronger day-to-day technical support for employees**
- **Reduced downtime and improved productivity**
- **A more dependable IT partnership aligned with business needs**

## What Galderma Says About Working With Us

"When we decided to improve our IT support model, Netsurit provided an onsite resource half day – Monday to Friday. This had a significant impact on the business as it enhanced both response times and general IT support."

— Cas Smit, Office Manager, Galderma

